

## OMBUDSPERSON (53)

### *AGENCY PLAN: STATEMENT OF PURPOSE, GOALS AND BUDGET SUMMARY*

#### STATEMENT OF PURPOSE:

The Office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City government.

#### AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

#### AGENCY FINANCIAL SUMMARY:

| 2007-08<br><u>Requested</u> |                      | 2006-07<br><u>Budget</u> | 2007-08<br><u>Recommended</u> | Increase<br>(Decrease) |
|-----------------------------|----------------------|--------------------------|-------------------------------|------------------------|
| \$ 1,343,932                | City Appropriations  | \$ 1,014,957             | \$ 1,091,707                  | \$ 76,750              |
| \$ 1,343,932                | Total Appropriations | \$ 1,014,957             | \$ 1,091,707                  | \$ 76,750              |
| \$ 1,343,932                | NET TAX COST:        | \$ 1,014,957             | <u>\$ 1,091,707</u>           | \$ 76,750              |

#### AGENCY EMPLOYEE STATISTICS:

| 2007-08<br><u>Requested</u> |                 | 2006-07<br><u>Budget</u> | 04-01-07<br><u>Actual</u> | 2007-08<br><u>Recommended</u> | Increase<br>(Decrease) |
|-----------------------------|-----------------|--------------------------|---------------------------|-------------------------------|------------------------|
| <u>7</u>                    | City Positions  | <u>7</u>                 | <u>7</u>                  | <u>7</u>                      | <u>0</u>               |
| 7                           | Total Positions | 7                        | 7                         | 7                             | 0                      |

#### ACTIVITIES IN THIS AGENCY:

|                             | 2006-07<br><u>Budget</u> | 2007-08<br><u>Recommended</u> | Increase<br>(Decrease) |
|-----------------------------|--------------------------|-------------------------------|------------------------|
| Investigation of Complaints | \$ 1,014,957             | \$ 1,091,707                  | \$ 76,750              |
| Total Appropriations        | \$ 1,014,957             | \$ 1,091,707                  | \$ 76,750              |

## **OMBUDSPERSON (53)**

### ***INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION***

#### **ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS**

The Office of the Ombudsperson is mandated by the Detroit City Council to receive, investigate, mediate, and resolve citizen complaints against City government, including any action, decision, recommendation, practice, or procedure of any agency. Historically, the agency also reviews investigations and hearings of City agencies with subpoena power to determine if operations were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information, referrals, assistance, and recommendations for alternative action when citizen complaints do not fall within the jurisdiction of services provided by the City of Detroit.

#### **GOALS:**

1. Capable, customer-friendly intake staff working efficiently and effectively to prioritize inquiries and respond to complaints.
2. Maintain independence and function as an impartial entity that reports findings and makes recommendations.
3. Ensure confidentiality and use of discretion to keep confidential or release information related to a complaint or investigation.
4. Ensure accessibility to the Office of the Ombudsperson through a comprehensive community outreach program.

#### **MAJOR INITIATIVES FOR FY 2006-07**

Authorized by the Charter with the responsibility to investigate and remedy complaints from citizens, the Office of the Ombudsperson must communicate with citizens and use all tools and resources to connect with them. Therefore, technology and outreach will be the focus over the next two years. Our office will work to identify and develop the software applications needed to support ongoing communications with residents, i.e., phones, fax, e-mail, and a well-maintained Web site.

In addition, technology will be used to implement new reporting procedures to track complaints and document progress in a consistent manner that is also quantifiable. This data will be distributed through written materials and e-mail broadcasts to Council members and the administration. Recommendations will address allocation of resources and spending in order to pinpoint where tax dollars are dedicated and spent.

Outreach is a major endeavor to ensure that lines of communication are open between residents and the Office of the Ombudsperson. Staff will work cooperatively with community groups and faith-based organizations to increase the level of awareness within the community. Outreach campaigns will be planned and executed on a regular basis.

#### **PLANNING FOR THE FUTURE FOR FY 2007-08, FY 2008-09 and BEYOND:**

Our goal is to increase the number of calls received by the Office of the Ombudsperson and decrease the number of complaints that are filed with City Council. Using technology and conducting community outreach programs, we expect to fully comply with the City Charter provisions.

## OMBUDSPERSON (53)

### *INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS*

| <b>Type of Performance Measure:</b><br>List of Measures   | <b>2004-05</b><br><b>Actual</b> | <b>2005-06</b><br><b>Actual</b> | <b>2006-07</b><br><b>Projection</b> | <b>2007-08</b><br><b>Target</b> |
|---|---------------------------------|---------------------------------|-------------------------------------|---------------------------------|
| <b>Outputs: Units of Activity directed towards Goals</b><br>Citizen complaints and information requests | 3,400                           | 3,600                           | 5,000                               | 13,000                          |
| <b>Activity Costs</b>   | <b>\$1,460,373</b>              | <b>\$1,015,417</b>              | <b>\$1,014,957</b>                  | <b>\$1,091,707</b>              |

**CITY OF DETROIT**  
**Ombudsperson**  
**Financial Detail by Appropriation and Organization**

| <b>Ombudsperson Investigation of Complaint</b> | <b>2006-07<br/>Redbook</b> |                    | <b>2007-08<br/>Dept Final<br/>Request</b> |                    | <b>2007-08<br/>Mayor's<br/>Budget Rec</b> |                    |
|--|----------------------------|--------------------|---|--------------------|---|--------------------|
|  | <b>FTE</b>                 | <b>AMOUNT</b>      | <b>FTE</b>                                | <b>AMOUNT</b>      | <b>FTE</b>                                | <b>AMOUNT</b>      |
| <b>Investigation of Complaints</b>             |                            |                    |   |                    |   |                    |
| <i>APPROPRIATION</i>                           |                            |                    |   |                    |   |                    |
| <i>ORGANIZATION</i>                            |                            |                    |   |                    |   |                    |
| 00182 - Investigation of Complaints            |                            |                    |   |                    |   |                    |
| 530010 - Ombudsperson Investigation of Com     | 7                          | \$1,014,957        | 7   | \$1,343,932        | 7   | \$1,091,707        |
| <b>APPROPRIATION TOTAL</b>                     | <b>7</b>                   | <b>\$1,014,957</b> | <b>7</b>                                  | <b>\$1,343,932</b> | <b>7</b>                                  | <b>\$1,091,707</b> |
| <b>ACTIVITY TOTAL</b>                          | <b>7</b>                   | <b>\$1,014,957</b> | <b>7</b>                                  | <b>\$1,343,932</b> | <b>7</b>                                  | <b>\$1,091,707</b> |

**CITY OF DETROIT**  
**Budget Development for FY 2007-2008**  
**Appropriations - Summary Objects**

|   | <b>2006-07</b>   | <b>2007-08</b>    | <b>2007-08</b>    |
|---|------------------|-------------------|-------------------|
|   | <b>Redbook</b>   | <b>Dept Final</b> | <b>Mayor's</b>    |
|   |                  | <b>Request</b>    | <b>Budget Rec</b> |
| <b>AC0553 - Investigation of Complaints</b> |                  |                   |                   |
| <i>A53000 - Ombudsperson</i>                |                  |                   |                   |
| SALWAGESL - Salary & Wages                  | 513,144          | 670,772           | 568,580           |
| EMPBENESL - Employee Benefi                 | 370,643          | 462,922           | 371,570           |
| PROFSVCSL - Professional/Cont               | 50,100           | 101,850           | 50,000            |
| OPERSUPSL - Operating Supplie               | 1,000            | 7,583             | 3,000             |
| OPERSVCSL - Operating Service               | 75,672           | 80,097            | 86,371            |
| CAPEQUPSL - Capital Equipmen                | 208              | 11,308            | 2,208             |
| OTHEXPSSL - Other Expenses                  | 792              | 9,400             | 9,200             |
| FIXEDCHGSL - Fixed Charges                  | 3,398            | 0                 | 778               |
| <i>A53000 - Ombudsperson</i>                | <i>1,014,957</i> | <i>1,343,932</i>  | <i>1,091,707</i>  |
| <b>AC0553 - Investigation of Complaints</b> | <b>1,014,957</b> | <b>1,343,932</b>  | <b>1,091,707</b>  |
| <b>Grand Total</b>                          | <b>1,014,957</b> | <b>1,343,932</b>  | <b>1,091,707</b>  |

**CITY OF DETROIT**  
**Budget Development for FY 2007-2008**  
**Appropriation Summary - Revenues**

|  | 2005-06<br>Actuals | 2006-07<br>Redbook | 2007-08<br>Dept Final<br>Request | 2007-08<br>Mayor's<br>Budget Rec | Variance |
|--|--------------------|--------------------|----------------------------------|----------------------------------|----------|
| <b>A53000 - Ombudsperson</b>               |                    |                    |                                  |                                  |          |
| <i>00182 - Investigation of Complaints</i> |                    |                    |                                  |                                  |          |
| 474100 - Miscellaneous Receipts            | 250                | 0                  | 0                                | 0                                | 0        |
| <i>00182 - Investigation of Complaints</i> | 250                | 0                  | 0                                | 0                                | 0        |
| <b>A53000 - Ombudsperson</b>               | <b>250</b>         | <b>0</b>           | <b>0</b>                         | <b>0</b>                         | <b>0</b> |
| <b>Grand Total</b>                         | <b>250</b>         | <b>0</b>           | <b>0</b>                         | <b>0</b>                         | <b>0</b> |

**CITY OF DETROIT  
MAYOR'S 2007/2008 RECOMMENDED BUDGET**

**Ombudsperson**

| Appropriation                                     | REDBOOK FY 2006 | DEPT REQUEST | MAYORS FY 2007 |
|---|-----------------|--------------|----------------|
| Organization                                      | 2007 FTE        | FY 2007 2008 | 2008 FTE       |
| Classification                                    |                 |              |                |
| <b>00182 - Investigation of Complaints</b>        |                 |              |                |
| <b>530010 - Ombudsperson Investigation of Cor</b> |                 |              |                |
| City Ombudsman                                    | 1               | 1            | 1              |
| Deputy City Ombudsman                             | 1               | 1            | 1              |
| Assistant Ombudsman - GD IV                       | 1               | 1            | 1              |
| Assistant Ombudsman - GD III                      | 2               | 2            | 2              |
| Assistant Ombudsman - GD I                        | 1               | 1            | 1              |
| Executive Secretary III                           | 1               | 1            | 1              |
| <b>Total Ombudsperson Investigation of Compla</b> | <b>7</b>        | <b>7</b>     | <b>7</b>       |
| <b>Total Investigation of Complaints</b>          | <b>7</b>        | <b>7</b>     | <b>7</b>       |
| <b>Agency Total</b>                               | <b>7</b>        | <b>7</b>     | <b>7</b>       |